

Appendix C to DIR Contract Number DIR-TSO-2736
SunGard Availability Services

Managed Data Center Services - Cloud Hosting						
Enterprise Cloud Services						
Fully managed SunGard Enterprise Cloud Services are built to meet the requirements of your most critical production applications. With our highly secure, enterprise-grade virtual data center infrastructure, the SunGard Enterprise Cloud delivers the high availability and scalability along with enterprise security and experience. The SunGard Cloud is backed by a 99.95% availability service level agreement and 24/7 expert support. SunGard Managed Services in the cloud brings intrusion detection systems and geographic load balancing, as well as the ability for customers to bring their licenses including but not limited to SAP, Citrix, MS SQL, MS Exchange, and Active Directory to a multi-tenant environment. With Managed Multi-site Availability, you have options for even greater resiliency. These include automated failover to a replicated cloud environment or fast recovery of your cloud infrastructure in less than four hours. All data will reside within the continental US.						
Resource Pool for ECS/Managed Cloud. Order in 2GB increments. Storage added separately	Discount Tier	Min RAM (GB)	Max RAM (GB)		Qty	Discount
Cloud Resource Pool (1 GB RAM / .5 vCPU)	1	2	32			26%
	2	33	64			26%
	3	65	128			26%
	4	129	N/A			26%
Dedicated Blades (Managed Private Cloud). Storage added separately	Discount Tier	RAM	Primary Blades	Failover Blades	Qty	Discount
Dedicated Blade (192 GB RAM & (2) 8-Core CPUs each)	1	192	1	1		26%
	2	384	2	1		26%
	3	576	3	1		26%
	4	768	4	1		26%
	5	960	5	1		26%
	6	1152	6	2		26%
	7	1344	7	2		26%
	8	1536	8	2		26%
	9	1728	9	2		26%
	10	1920	10	2		26%
	11	2112	11	3		26%
	12	2304	12	3		26%
	13	2496	13	3		26%
	14	2688	14	3		26%
	15	2880	15	3		26%
	16	3072	16	4		26%
	17	3264	17	4		26%
	18	3456	18	4		26%
	19	3648	19	4		26%
	20	3840	20	4		26%

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Amount of additional SAN (add to either ECS or PCS)	Discount Tier	Min (TB)	Max (TB)		Qty	Discount
Storage	1	0.1	0.999			20%
	2	1	4.999			20%
	3	5	9.999			20%
	4	10	19.999			20%
	5	20	39.999			20%
	6	40	N/A			20%
Total VMs (Production)	Discount Tier	Min VMs	Max VMs		Qty	Discount
VMs	1	1	12			30%
	2	13	24			30%
	3	25	48			30%
	4	49	96			30%
	5	97	N/A			30%
Managed Application Services - NOTE: Customers must provide their own SAP licenses. Purchase or lease of SAP licenses is not within the scope of this contract.					Qty	Discount
Managed Database Services - Cloud (Microsoft SQL Server Instance)						30%
Managed Exchange Services - Cloud						30%
Managed Intrusion Detection Services - Cloud (per VM)						30%
Blackberry Enterprise Server Services - Cloud						30%
SAP Advanced Monitoring - Cloud; License Tier-1						30%
SAP Advanced Monitoring - Cloud; License Tier-2						30%
SAP Advanced Monitoring - Cloud; License Tier-3						30%
SAP Advanced Monitoring - Cloud; License Tier-4						30%
SAP Advanced Monitoring - Cloud; Monitored SAP Landscape						30%
SAP Infrastructure Services - Cloud; SAP Database Server Instance						30%
SAP Infrastructure Services - Cloud; SAP Application Server Instance						30%
SAP Flex Services - Cloud (SAP Non-Standard Project Labor): 8 Hours Per Month						30%
SAP Production Support - Cloud; Tier-1 Environment						30%
SAP Production Support - Cloud; Tier-1 SAP Landscape with 36 Month Upgrade Cycle						30%
SAP Production Support - Cloud; Tier-2 Environment						30%
SAP Production Support - Cloud; Tier-2 SAP Landscape with 12 Month Upgrade Cycle						30%
SAP Production Support - Cloud; Tier-2 SAP Landscape with 24 Month Upgrade Cycle						30%
SAP Production Support - Cloud; Tier-2 SAP Landscape with 36 Month Upgrade Cycle						30%
SAP Production Support - Cloud; Tier-3 Environment						30%
SAP Production Support - Cloud; Tier-3 SAP Landscape with 12 Month Upgrade Cycle						30%
SAP Production Support - Cloud; Tier-3 SAP Landscape with 24 Month Upgrade Cycle						30%
SAP Production Support - Cloud; Tier-3 SAP Landscape with 36 Month Upgrade Cycle						30%
SAP Production Support - Cloud; Secondary Site Recovery/Test Support for single SAP Landscape						30%

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Licenses required for VM OS					Qty	Discount
Microsoft Windows Standard Edition Server - Software Licensing						30%
Microsoft Windows Enterprise Edition Server - Software Licensing						30%
Red Hat Enterprise Linux - Software Licensing						30%
Internet Access (Managed)	Discount Tier	Min Mbps	Max Mbps		Qty	Discount
Managed Internet Access - Cloud (per Mbps)	1	1	19			30%
	2	20	49			30%
	3	50	N/A			30%
IDS and LB					Qty	Discount
Managed Intrusion Detection / Prevention Services - Cloud (per VM)						30%
Geographic Load Balancing Services - Cloud (per Customer)						30%
Secondary Site Failover Services					Qty	Discount
Secondary Site Failover - Replicated Servers Warm Restart (per VM)						25%
Secondary Site Failover - Replication Bandwidth (per Mbps)						25%
Secondary Site Failover Resource Pool for ECS/Managed Cloud. Order in 2GB increments. Storage added seperately	Discount Tier	Min RAM (GB)	Max RAM (GB)		Qty	Discount
Cloud Resource Pool (1 GB RAM / .5 vCPU) - ECS Secondary Failover	1	2	32			25%
	2	33	64			25%
	3	65	128			25%
	4	129				25%
Secondary Site Failover Dedicated Blades (Managed Private Cloud). Storage added separately	Discount Tier	RAM	Primary Blades	Failover Blades	Qty	Discount
Dedicated Blade (192 GB RAM & (2) 8-Core CPUs each)	1	192	1	1		26%
	2	384	2	1		26%
	3	576	3	1		26%
	4	768	4	1		26%
	5	960	5	1		26%
	6	1152	6	2		26%
	7	1344	7	2		26%
	8	1536	8	2		26%
	9	1728	9	2		26%
	10	1920	10	2		26%
	11	2112	11	3		26%
	12	2304	12	3		26%
	13	2496	13	3		26%
	14	2688	14	3		26%

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	15	2880	15	3		26%
	16	3072	16	4		26%
	17	3264	17	4		26%
	18	3456	18	4		26%
	19	3648	19	4		26%
	20	3840	20	4		26%
Secondary Site Storage	Discount Tier	Min (TB)	Max (TB)		Qty	Discount
Storage	1	0.1	0.999			20%
	2	1	4.999			20%
	3	5	9.999			20%
	4	10	19.999			20%
	5	20	39.999			20%
	6	40	N/A			20%

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Managed Disaster Recovery - DR Cloud Recovery					
Recover2Cloud Vaulting					
<p>Recover2Cloud for Vaulting is a fully managed, cloud-based solution for a fast and comprehensive return to normal operations following a disaster. With a recovery time objective (RTO) of less than 24 hours, Recover2Cloud for Vaulting is designed to give you secure, remote access to recovered applications and data during both a disaster and functional testing. Packaged with online backup and recovery services, managed end-to-end to enable assured restore of data from your online vault together with applications recovery at sub-24 hour recovery times.</p> <p>Service Features</p> <ul style="list-style-type: none"> • Rapid 24-hour recovery time objective (RTO) • Recovery managed on your behalf by a team of SunGard experts • Automated, secure offsite data transfer • Access from anywhere using secure VPN connection • Applications hosted in a SunGard facility • Protection and support for multi-platform environments • Scheduled testing once per year to help ensure flawless recovery during a real disaster • Virtual compute power, storage and network needed for cloud-based recovery • Access to hotsite UNIX and iSeries servers 					
Service Description	RAM	vCPUs	Storage (GB)	Qty	Discount
Base Solution Bundle 24-Hour Recovery Time Objective RTO, Included Components & Services 1 x 72-hour test per contract year, 2 x External IP Addresses, 8 x VPN Connections or 1 x VPN Tunnel, 1 VLAN				1	30%
(x86)					
Restoration Service for protected Windows or Linux Server for use with Resource Pool					
Virtual Server Quantity price 1-4 Servers				1	30%
Virtual Server Quantity price 5-9 Servers				1	30%
Virtual Server Quantity price 10 - 24 Servers				1	30%
Virtual Server Quantity price 25 or More				1	30%
Resource Pool (x86) - 4GB vRAM ,2 vCPU, 150GB	4	2	150	1	30%
Resource Pool (x86) - 16GB vRAM, 8 vCPU, 500GB	16	8	500	1	30%
Resource Pool (x86) - 32GB vRAM, 16 vCPU,1TB	32	16	1000	1	30%
Resource Pool (x86) - 64GB vRAM, 32 vCPU, 1.6TB	64	32	1600	1	30%
Additional vCPU for (x86)		1		1	30%
Additional 100GB Disk for (x86)			100	1	30%
Additional 4GB vRAM for (x86)	4			1	30%
I Series iSeries Platform Supported OS 5.4 - 7.1					
Restoration Service for protected iSeries Server/LPAR for use with P"x" Resource Pool					
Virtual Server Quantity price 1-4 Servers LPAR				1	30%
Virtual Server Quantity price 5-9 Servers LPAR				1	30%
Virtual Server Quantity price 10 - 24 Servers LPAR				1	30%
Resource Pool iSeries P5 - 16GB vRAM, 4 CPU, 100 GB Disk	16	4	100	1	30%
Resource Pool iSeries P6 - 16GB vRAM, 4 CPU, 100 GB Disk	16	4	100	1	30%

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	Resource Pool iSeries P7 - 16GB vRAM, 4 CPU, 100 GB Disk	16	4	100	1	30%
	LTO-4 tape drive for iSeries				1	30%
	Additional 4 CPU for iSeries P5		4		1	30%
	Additional 4 CPU for iSeries P6		4		1	30%
	Additional 4 CPU for iSeries P7		4		1	30%
	Additional 16GB RAM for iSeries P5	16			1	30%
	Additional 16GB RAM for iSeries P6	16			1	30%
	Additional 16GB RAM for iSeries P7	16			1	30%
	Additional 100GB Disk for iSeries			100	1	30%
P Series	pSeries Platform Supported OS 5.3 - 6.1					
	Restoration Service for protected pSeries Server for use with P"x" Resource Pool					
	Virtual Server Quantity price 1-4 Servers LPAR				1	30%
	Virtual Server Quantity price 5-9 Servers LPAR				1	30%
	Virtual Server Quantity price 10 - 24 Servers LPAR				1	30%
	Resource Pool pSeries P5 - 32 GB vRAM, 8 CPU, 144 GB Disk	32	8	144	1	30%
	Resource Pool pSeries P6 - 32 GB vRAM, 8 CPU, 144 GB Disk	32	8	144	1	30%
	Resource Pool pSeries P7 - 32 GB vRAM, 8 CPU, 144 GB Disk	32	8	144	1	30%
	Additional 8 CPU for pSeries P5		8		1	30%
	Additional 8 CPU for pSeries P6		8		1	30%
	Additional 8 CPU for pSeries P7		8		1	30%
	Additional 32GB Memory for pSeries P5	32			1	30%
	Additional 32GB Memory for pSeries P6	32			1	30%
	Additional 32GB Memory for pSeries P7	32			1	30%
	Additional 100GB Disk for pSeries			100	1	30%
SUN	Sun Platform Supported OS Solaris 9 - 10					
	Restoration Service for protected Sun Server/Domain for use with "X" Resource Pool					
	Virtual Server Quantity price 1-4 Servers Domains				1	30%
	Virtual Server Quantity price 5-9 Servers Domains				1	30%
	Virtual Server Quantity price 10 - 24 Servers Domains				1	30%
	Resource Pool Sun T-series - 32GB RAM, 1 CPU, 292 GB Disk	32	1	292	1	30%
	Resource Pool Sun M-Series SPARC64 - 1 CPU, 32GB RAM, 292GB Storage	32	1	292	1	30%
	Additional 1 CPU for Sun T-Series		1		1	30%
	Additional 16 GB RAM for Sun T-Series	16			1	30%
	Additional 1 CPU for Sun M-Series SPARC64		1		1	30%
	Additional 16 GB RAM for M-Series SPARC64	16			1	30%
	Additional 100GB Disk for Sun			100	1	30%
HP-UX	HP-UX Platform Supported OS 11i v1					
	Restoration Service for protected HP-UX Server/Partition for use with "Y" Resource Pool					
	Virtual Server Quantity price 1-4 Servers/Partitions				1	30%
	Virtual Server Quantity price 5-9 Servers/Partitions				1	30%
	Virtual Server Quantity price 10 - 24 Servers/Partitions				1	30%
	Resource Pool HP-UX PA - 16 GB vRAM, 8 CPU, 146GB Disk	16	8	146	1	30%
	Resource Pool HP-UX Itanium - 16 GB vRAM, 8 CPU, 146GB Disk	16	8	146	1	30%
	Additional 8 CPU for HP-UX PA		8		1	30%

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	Additional 16 GB RAM for HP-UX PA	16			1	30%
	Additional 8 CPU for HP-UX Itanium		8		1	30%
	Additional 16 GB RAM for HP-UX Itanium	16			1	30%
	Additional 100GB Disk for HP-UX			100	1	30%
Network/Testing	Additional Network and Testing SKUs for All Platforms					
	Additional External IP Address				1	30%
	Additional VLAN				1	30%
	Additional 8 x SSL VPN Connections				1	30%
	Additional 1 x Site-to-Site VPN Tunnel				1	30%
	Additional 24 Test Hours				1	30%
	Additional 72-hour Test				1	30%
	Additional Storage (GB) Minimum 200 GB - 100 GB Increments					
	200 GB - 1,900 GB				1	30%
	2,000 GB - 4,900 GB				1	30%
	5,000 GB - 9,000 GB				1	30%
	10,000 GB - 29,000 GB				1	30%
	30,000 GB - 50,000 GB				1	30%
	> 50,000 GB				1	30%
	Other storage services					
	Installation Service ALL STORAGE TIERS (per server fee)				1	30%
	Express Recovery Appliance – 1TB Expandable				1	30%
	Express Recovery Appliance – 3TB Expandable				1	30%
	Express Recovery Appliance – 6TB (not expandable)				1	30%
	Express Recovery Appliance - Upgrade 2TB to 3TB				1	30%
	Express Recovery Appliance - Upgrade 2TB to 6TB				1	30%
	Express Recovery Appliance - Upgrade 3TB to 6TB				1	30%

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Recover2Cloud Server Replication						
x86	<p>Recover2Cloud for Server Replication is a fully managed, cloud-based disaster recovery solution for a fast and comprehensive return to normal operations following a disaster. With a recovery time objective (RTO) of less than 4 hours, Recover2Cloud for Server Replication is designed to give you secure, remote access to recovered applications and data during both a disaster and functional testing. Recover2Cloud Server Replication is designed for x86 physical, virtual and cloud server environments.</p> <p>Service Features</p> <ul style="list-style-type: none"> • Rapid 4-hour recovery time objective (RTO) • Recovery managed on your behalf by a team of SunGard experts • Automated, secure offsite data transfer • Access from anywhere using secure VPN connection • Applications hosted in a SunGard facility • Protection and support for multi-platform environments • Scheduled testing once per year to help ensure flawless recovery during a real disaster • Virtual compute power, storage and network needed for cloud-based recovery • Easily integrated with other platforms to implement a hybrid recovery solution 					
Service Description		RAM	vCPUs	Storage (GB)	Qty	Discount
Recover2Cloud for Server Replication (Foundational Suite), Included Components & Services						30%
Recover2Cloud for Server Replication (Remote Process Server 1 per 20 VM's)						30%
Recover2Cloud for Server Replication (x86 Windows Protected Servers)						30%
1-5						30%
6-10						30%
11-25						30%
26-50						30%
51-75						30%
76-100+						30%
Recover2Cloud for Server Replication (x86 Linux Protected Servers)						30%
1-5						30%
6-10						30%
11-25						30%
26-50						30%
51-75						30%
76-100+						30%
Recover2Cloud for Server Replication (Virtual Resource Pool (x86) - 1vCPU, 4GB RAM)		4	1			30%
Recover2Cloud for Server Replication (Additional vCPU (x86))			1			30%
Recover2Cloud for Server Replication (Additional 4GB RAM (x86))		4				30%
Recover2Cloud for Server Replication (Additional 100GB Storage (x86))				100		30%
Recover2Cloud for Server Replication (VPN Client Access - Single License)						30%
Recover2Cloud for Server Replication (Additional Site to Site VPN)						30%
Recover2Cloud for Server Replication (Additional VLAN)						30%
Recover2Cloud for Server Replication (Additional 8 hour Test Period)						30%
Recover2Cloud for Server Replication (Additional 24-hour Test)						30%

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ESR - NetApp		
	<p>SunGard offers a NetApp based replication, backup and storage recovery service is based upon a single per GB per month price model and includes the following components:</p> <ul style="list-style-type: none">• Hardware and Software on a SunGard provided NetApp• Managed replication and backup of customer's NetApp to SunGard data center• Bandwidth to perform replication between customer's NetApp and SunGard target• Connectivity from SunGard's NetApp to Recovery Switches• Creation of Flexclone copy of the data for testing and recovery <p>This provides the following benefits</p> <ul style="list-style-type: none">• Lower Cost – 2nd site replication and tape replacement solutions in one• Opex Model – no capital investments• Low RTO/RPO – NetApp requires no backup or restoration process; integrates with multiple Recovery Options	
	Tier 0-5,000 GB (price per GB)	30%
	Tier 5,000-10,000 GB (price per GB)	30%
	Tier 10,000 -20,000 GB (price per GB)	30%
	Tier 20,000-50,000 GB (price per GB)	30%
	Tier > 50,000 GBTB (price per GB)	
	Managed Vaulting Services for NetApp (GB NetApp Vault Storage)	30%
Recover2Cloud Site Recovery Manager		
	<p>SunGard's R2C SRM leverages VMware's Site Recovery Manager recovery automation software to offer you fully managed recovery-as-a-service for your VMware environments. If you operate a VMware environment, you'll be able to leverage your staff's existing familiarity with VMware tools to capture the many benefits of SRM, including:</p> <ul style="list-style-type: none">• Non-disruptive testing of recovery plans• Automated recovery process to ensure faster RTOs• Simplified and built-in VMware recovery blueprints• Integration with your storage vendor's replication• Integration with vCenter Server• Support for other testing use cases, i.e., pre-production testing <p>As part of SunGard R2C SRM, we:</p> <ul style="list-style-type: none">• Manage the replication and recovery of your virtual machines (VMs)• Monitor your recovery environment on a day-to-day basis• Provide contractually guaranteed Recovery Time Objectives (RTOs)• Offer you access to additional VMs for quality assurance and user acceptance testing without interrupting replication (our Always-On model)• Enable you to transfer capital outlays for additional recovery infrastructure (both hardware and software) into monthly operating expenses	
R2C SRM - On Demand		
	Recover2Cloud for SRM - On-Demand (Base Solution Bundle - Includes (8) x SSL VPN Connections, (2) x Annual 48-hour Tests)	30%
	Recover2Cloud for SRM - On-Demand (Protected Servers) 1-24 Servers	30%
	Recover2Cloud for SRM - On-Demand (Protected Servers) 25-49 Servers	30%
	Recover2Cloud for SRM - On-Demand (Protected Servers) 50-99 Servers	30%
	Recover2Cloud for SRM - On-Demand (Protected Servers) 100-199 Servers	30%
	Recover2Cloud for SRM - On-Demand (Protected Servers) 200- 299 Servers	30%
	Recover2Cloud for SRM - On-Demand (Protected Servers) 300 + Servers	30%

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	Recover2Cloud for SRM - On-Demand (Set Up Fee - Not Per Server) 1-24 Servers	30%
	Recover2Cloud for SRM - On-Demand (Set Up Fee - Not Per Server) 25-49 Servers	30%
	Recover2Cloud for SRM - On-Demand (Set Up Fee - Not Per Server) 50-99 Servers	30%
	Recover2Cloud for SRM - On-Demand (Set Up Fee - Not Per Server) 100-199 Servers	30%
	Recover2Cloud for SRM - On-Demand (Set Up Fee - Not Per Server) 200- 299 Servers	30%
	Recover2Cloud for SRM - On-Demand (Set Up Fee - Not Per Server) 300 + Servers	30%
	Recover2Cloud for SRM - On-Demand (Resource Pool - 4GB RAM, 1 vCPU)	30%
	Recover2Cloud for SRM - On-Demand (Additional vCPU)	30%
	Recover2Cloud for SRM - On-Demand (Additional 4GB RAM)	30%
	Recover2Cloud for SRM - On-Demand (Additional (8) x SSL VPN Connections)	30%
	Recover2Cloud for SRM - On-Demand (Load Balancing Service)	30%
	Recover2Cloud for SRM - On-Demand (Additional 8 Test Hours)	30%
	Recover2Cloud for SRM - On-Demand (Additional 48-hour Test)	30%
	Recover2Cloud for SRM (Storage Connection - 1GB Ethernet)	30%
	Recover2Cloud for SRM (Storage Connection - 10GB Ethernet)	30%
	Recover2Cloud for SRM (Storage Connection - 8GB Fiber Channel)	30%
	Recover2Cloud for SRM (Host Connection - 1GB Ethernet)	30%
	Recover2Cloud for SRM (Host Connection - 10GB Ethernet)	30%
R2C SRM - Always On		
	Recover2Cloud for SRM - Always-On (Base Solution Bundle - Includes (8) x SSL VPN Connections, (2) x Annual 48-hour Tests)	30%
	Recover2Cloud for SRM - Always-On (Protected Servers) 25-49 Servers	30%
	Recover2Cloud for SRM - Always-On (Protected Servers) 50-99 Servers	30%
	Recover2Cloud for SRM - Always-On (Protected Servers) 100-199 Servers	30%
	Recover2Cloud for SRM - Always-On (Protected Servers) 200- 299 Servers	30%
	Recover2Cloud for SRM - Always-On (Protected Servers) 300 + Servers	30%
	Recover2Cloud for SRM - Always-On (Set Up Fee - Not Per Server) 25-49 Servers	30%
	Recover2Cloud for SRM - Always-On (Set Up Fee - Not Per Server) 50-99 Servers	30%
	Recover2Cloud for SRM - Always-On (Set Up Fee - Not Per Server) 100-199 Servers	30%
	Recover2Cloud for SRM - Always-On (Set Up Fee - Not Per Server) 200- 299 Servers	30%
	Recover2Cloud for SRM - Always-On (Set Up Fee - Not Per Server) 300 + Servers	30%
	Recover2Cloud for SRM - Always-On (Resource Pool - 4GB RAM, 1 vCPU)	30%
	Recover2Cloud for SRM - Always-On (Additional vCPU)	30%
	Recover2Cloud for SRM - Always-On (Additional 4GB RAM)	30%
	Recover2Cloud for SRM - Always-On (Additional (8) x SSL VPN Connections)	30%
	Recover2Cloud for SRM - Always-On (Load Balancing Service)	30%
	Recover2Cloud for SRM - Always-On (Additional Test)	30%
	Recover2Cloud for SRM (Storage Connection - 1GB Ethernet)	30%
	Recover2Cloud for SRM (Storage Connection - 10GB Ethernet)	30%
	Recover2Cloud for SRM (Storage Connection - 8GB Fiber Channel)	30%
	Recover2Cloud for SRM (Host Connection - 1GB Ethernet)	30%
	Recover2Cloud for SRM (Host Connection - 10GB Ethernet)	30%